

NRCC Patient Experience Survey Reports:

Interpreting the Results

Introduction

The Patient Experience surveys developed by the National Research Corporation Canada (NRCC) provide an evaluation of care at LHSC from the patient perspective. Overall and department-specific reports identify strengths and areas for improvement within the organization. These surveys focus on key areas known to be important to patients.

We ask questions about:

- Access to Care
- Emotional Support
- Information and Education
- Involvement of Family
- Respect for Patient Preferences
- Physical Comfort
- Continuity and Transition
- Coordination of Care

What is a Positive Score?

The results to the NRCC Patient Experience survey are presented as % Positive Scores. A % Positive Score identifies the percentage of people that viewed an aspect of their care positively. The questions included within the Patient Experience survey assess both the staff and the system's performance from a patient perspective. Analyzing % Positive Scores provides insight on areas of strength and areas for improvement in delivering patient-centered care.

How is a Positive Score determined?

The positive score is determined by summing the responses that are labeled positive. As an example, if a survey item had the response scale of *Poor, Fair, Good, Very Good, and Excellent*, the positive score would reflect only the number of people that answered *Good, Very Good, or Excellent*, as these are considered to be the positive responses. In contrast, a response of *Fair* or *Poor* is excluded from the positive score and considered to be an area for improvement.

Highest/Lowest Percent Positive

Highest: The top ten items ranked in descending order by current score

Lowest: The lowest items ranked in increasing order by current score

Priority Matrix

The priority matrix is a plot chart to help identify areas of improvement. To create the chart, a correlation coefficient (a number between -1 and 1) is calculated to describe the relationship between two survey items. Correlation coefficients were calculated for all survey items against the Overall Care Received score. A general rule of thumb is that a correlation coefficient of 0.40 or less shows little or no relationship between the two items, 0.40 to 0.60 shows a moderate degree of relationship and 0.60 or over demonstrates a strong relationship. A chart can be created by plotting the correlation coefficient and the % Positive Score for each item. Based on this information, four boxes are defined to depict the Top, High, Medium and Low Priorities for change at LHSC. Top Priority items are highly correlated to the patient assessment of Overall Care Received and currently have a low % Positive Score. These are definitely areas to consider for improvement. Alternately, high % Positive Scores that have a weak relationship to Overall Care Received (Low Priority) are not priority targets for improvement. The Priority Matrix is a tool in understanding where improvement efforts are best targeted.